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Updates and Highlights

by Rick Hall, Executive Director

Thank you for your interest and for taking the time to read our Newsletter. As usual, we've been busy on many fronts. Here are a few highlights:

Pioneer Board Members End Terms

At the end of June we'll be saying goodbye to three of our longtime Board members. Members Pat Farrell and Brenda Carlstrom along with Board Chair Charley Reed have all served on the Home Care Quality Authority Board for the last six years, from its inception in 2002. To Pat, Brenda and Charley we send a big thanks from all of us for a job well done. We plan to recognize and acknowledge their long years of service at our August Board Meeting and Open House.

Under current law, no member may serve more than two consecutive three year terms. We are working with the Governor's Office to fill these important positions with qualified individuals willing to serve. If you are interested, applications can be accessed on our website at www.hcqa.wa.gov/Board/board_main.html.

Surveys

Our Consumer Mail Survey is nearing completion. We had a very good response rate at 30 percent. This is a good jump from our last two surveys which came in at 22 percent participation. A big thank you from HCQA to all of the folks who took the time to complete it. Our Provider Phone Survey is nearing completion also and we have met (or exceeded) all of our participation goals for this survey as well. Washington State University researchers are now compiling the data and making comparisons for each final report. Please keep an eye on our website for the latest at www.hcqa.wa.gov and click on the link "HCQA Surveys/Studies."

Strategic Plan

Our Strategic Plan Subcommittee of the HCQA Board has completed work on its draft of our 2009-2011 Strategic Plan. This draft has been submitted to stakeholders for comment and the final draft will be submitted to the Board for approval on June 17th. Our Strategic Plan will then be submitted to the Office of Financial Management and will become the basis for any decision packages or agency requested legislation we might submit as a result. We have posted the draft 2009-2011 Strategic Plan on our website in PDF and Word formats for your convenience.

Collective Bargaining

SEIU Healthcare 775NW and the Office of Financial Management (OFM) have so far engaged in several rounds of negotiations. Labor Negotiator Diane Lutz from OFM is leading a negotiating team that includes HCQA Board members Jesse Magana and Beth Brown, along with myself and representatives from various administrations of the Department of Social and Health Services. It is anticipated that by the end of June, both parties will have complete initial proposals on the table. At present, there are several major subject areas that have placeholders and are not fully developed as proposals.

Continued on next page

Updates and Highlights, continued

Collective Bargaining, continued

These subject areas include Training, Healthcare and Retirement. As these proposals are more fully developed, HCQA will begin conducting its stakeholder meetings as required by statute. To this end, we will be working with the Developmental Disabilities Council, the Governor's Committee on Disability Issues and Employment, the State Council on Aging, and other consumer advocacy organizations to obtain informed input from consumers on their interests regarding all issues proposed for collective bargaining.

Marketing Plan

Please keep on the lookout for some new marketing pieces we have developed that are coming to a neighborhood near you. We are piloting the use of billboards, newspaper ads and radio (KUOW-FM) to see which media provides the best bang for the buck for our intended audience. Beginning in mid-June, we will begin augmenting promotional efforts for the Home Care Referral Registry in *Whatcom, Thurston and Clark* Counties. Below are some examples of advertising that will be out on bus panels and in newspapers in July.



Below – Bus Panel sample ad.
Left, Right – News ad samples.



Registry Update, Resources and Services

by Sherri Wills-Green, Director of Referral Registry Services

The Home Care Referral Registries (HCRRs) have been busy helping consumers find workers this Spring. Over the past six months, **723** consumers employed a provider via the registry. The Registries have also been busy recruiting new workers. At the end of May 2008, there were **2,470** available and qualified providers seeking employment statewide. If you are looking for a provider, you can call a Registry Coordinator in your area toll free at 1-800-970-5456.

In addition to the recruitment and matching process, the HCRR's offer educational and informational materials to consumers. Each site has available information on "**How to Hire and Keep Good Staff**," "**Effective Supervision**" and "**Effective Communication**." This information is designed to give consumers information on how to be a good employer. HCQA has other projects in the works that target consumers including a video project in the fall and a resource guide publication that will provide consumers and their families with valuable information and tools that will help them to continue to live independently at home.

And finally...Good News! HCQA has also been working closely with Aging and Disabilities Service Administration to give the HCRR's the ability to complete provider contracts for prospective workers. Once this process has been put in place, workers will be able to begin working more quickly reducing the amount of time it takes to find a new worker. All in all, improvements are being made continuously. To find out more, go to the HCQA website at www.hcqa.wa.gov.

The Home Care Referral Registry matches the needs of those who receive publicly funded in-home long term care services with pre-qualified in-home care providers.

New HCQA Headquarters Office

by Vicki Payne, Executive Assistant

After over a year of planning, HCQA moved into our new office suite on March 13th. To say that we are thrilled would be an understatement! We all agree that it is a pleasure to come to work in the morning. Our offices and work areas are settled, and we're now putting on the finishing touches. We are waiting for the last few pieces of furniture to arrive before the end of the fiscal year.

HCQA added a number of improvements to the building, including automatic paddle entries on the building entrance, the first floor restrooms, and HCQA's main office door and Board Room. Three of the four disabled parking spaces in front of the building are van-accessible. We are also installing a TTY phone soon. The number will be posted on the HCQA website as soon as it is available.

One of the best features of the new office is the Board Room. The April meeting was well-attended and the comments were very favorable. Thank you to ADSA and Lewis Mason Thurston Area Agency on Aging for the use of their facilities prior to our move. We appreciate your generosity!

HCQA Open House

Mark your calendars!
The HCQA Staff and Board Members are
hosting an open house on
Tuesday, August 19th, 2:00 – 4:30 p.m.
in the new headquarters office. Please stop
by for refreshments and a tour.

Sixth Avenue Center
4317 6th Avenue SE, Suite 101
Lacey, WA 98503

For additional information, please call
Vicki at 360-493-9363.

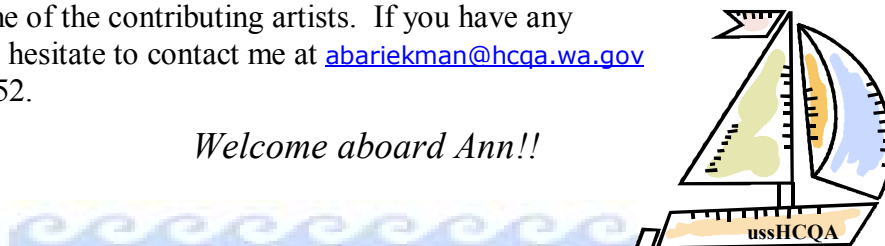
We look forward to seeing you!



Ann Bariekman Joins HCQA

My name is Ann Bariekman and I'm the new staff member here at HCQA. After an extended career in state government, I am now working with Sherri, Rick, Vicki and Lisa as the Administrative Assistant. One of the first projects on my plate was to initiate an art exhibit here at the office. After lots of planning and many phone calls, I'm off and running. With the art rails going in this week and the introduction of our first artist, Marcy, it should make for an exciting June. Marcy is a multi-medium artist who enjoys painting and drawing wildlife and her work will be a welcome addition to our white walls. We hope to have the art up on the walls and in place by the end of June. The displays will be on-going, rotating in new pieces of work by varying artists, keeping the exhibit fresh and full of surprises. We'll try to have some pictures in the next newsletter, of the upcoming open house in August and include some of the contributing artists. If you have any questions, please do not hesitate to contact me at abariekman@hcqa.wa.gov or phone at 360 493-9352.

Welcome aboard Ann!!



**HOME CARE REFERRAL
REGISTRY OPERATORS:**

SOUTH CENTRAL SERVICE AREA

**Serving Kittitas and Yakima
Counties ~ Operated by SE
Washington Aging and Long Term Care**

SOUTH EAST SERVICE AREA

**Serving Benton, Franklin, Walla
Walla, Columbia, Garfield and Asotin
Counties ~ Operated by SE
Washington Aging and Long Term Care**

PIERCE SERVICE AREA

**Serving Pierce and Kitsap Counties
Operated by Professional Registry of
Nursing, Inc. (PRN)**

NORTHWEST SERVICE AREA

**Serving Whatcom, Skagit, Island and
San Juan Counties ~ Operated by
Sunrise Services, Inc. ~ Community
Trades and Careers**

SOUTH SOUND SERVICE AREA

**Serving Lewis, Mason and Thurston
Counties ~ Operated by Lewis-Mason-
Thurston Area Agency on Aging**

SNOHOMISH SERVICE AREA

**Serving Snohomish County
Operated by Sunrise Services, Inc.**

SPOKANE SERVICE AREA

**Serving Spokane and Whitman
Counties ~ Operated by Aging & Long
Term Care of Eastern Washington
(ALTCEW)**

NORTHEAST SERVICE AREA

**Serving Ferry Stevens and Pend
Orielle Counties ~ Operated by Rural
Resources Community Action and
ALTCEW**

KING SERVICE AREA

**Serving King County ~ Operated by
Professional Registry of Nursing, Inc.**

NORTH CENTRAL SERVICE AREA

**Serving Okanogan, Chelan and
Douglas Counties ~ Operated by
Professional Registry of Nursing, Inc.**

EAST CENTRAL SERVICE AREA

**Serving Lincoln, Grant and Adams
Counties ~ Operated by PRN**

**OLYMPIC & PACIFIC SERVICE
AREA**

**Serving Clallam and Jefferson,
Grays Harbor and Pacific Counties
Operated by Olympic Area Agency on
Aging**

SOUTHWEST SERVICE AREA

**Serving Klickitat, Skamania, Clark,
Cowlitz and Wahkiakum Counties –
Operated by CDM Services**



Yakima, Zillah and Kennewick Registry Offices Offer a Jump in the Lake to Increase Registry Use

by Lisa Livingston, HCRR Program Manager

Perhaps you have participated, in some way, with office contests - some creative, some routine and some that are just too interesting to pass up. Such is the case in three Eastern Washington Registry offices in Yakima, Zillah and Kennewick which are co-located with local Southeast Aging and Long-Term Care offices. The contest, entitled *Let's Meet at the Lake*, consists of a wall display depicting costumed staff members, a lake and signs encouraging progress toward the lake. The simple rule is to use the Referral Registry in order progress toward and get into the lake. Steps along the way offer incentives and remind staff to continue using the Registry until they arrive at the lake. Among other fun offerings, the office with most people in the lake will be invited to a picnic this summer.

Clever? Yes. Effective? Seems so. Use of the Registry and resulting employment has increased two-fold since the contest began in March. Registry staff are encouraged by the results. Corrie Blythe, Registry Manager in Zillah, states the contest is a good visual reminder to case management. "In the end it's all about choice and services. This contest just reinforces the Registry's role as a partner in helping case managers serve their clients," Blythe reflects. The contest ends June 30th. We'll post contest winners on the HCQA website at:

<http://www.hcqa.wa.gov/HCRR/hcrr-southcentral.html>.



Case Managers Find Registry Resourceful

by Lisa Livingston, HCRR Program Manager



Sue Bunn

Sue Bunn, a former case manager with King County Aging and Disability Services office, has learned to be resourceful over the years. Finding qualified home care providers to assist clients requires some element of resourcefulness. So when the Referral Registry came to King County, Sue was anxious to give it a try. She was able to connect two clients with providers using the Registry. "This was one of those unique circumstances that would need a careful match, so I gave the Registry a spin," commented Bunn. The Registry helped Bunn find not only one but two Providers that

suit her client's needs. From that point forward she was sold on the benefit of using the Registry. Bunn is now an Implementation Coordinator for the Program to Encourage Active, Rewarding Lives for Seniors (PEARLS) based at the University of Washington, Health Promotion Research Center.

Registries Move to Central Locations

Northwest Referral Registry Office Relocates - The Mount Vernon office relocated last week from downtown Mt. Vernon to a new office just around the corner from the NW Regional Council and Senior Information and Assistance in Burlington. Their new address is 435 East George Hopper Road, Burlington, WA 98233 and phone is 360-707-2368.

Olympic Registry Offices Moving to Sequim – The Referral Registry, which is co-located with the Olympic Area Agency on Aging, is moving to 411 West Washington Street, Sequim, WA 98382, phone – 360-417-8553. The move will take place the week of June 23rd. The move will bring services on the peninsula to a more central location.

HCQA BOARD MEMBERS

Charley Reed, Chair
Tumwater

Elizabeth Brown, Vancouver

Brenda Carlstrom, Hoquiam

Patrick Farrell, Gig Harbor

Stan Fukui, Bothell

Nan Kelly, Spokane

Jesse Magana, Vancouver

Dennis Mahar, Olympia

Nicole Selene, Everett

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Quality Authority**
4317 6th Avenue SE
Suite 101
Lacey, WA.

P.O. Box 40940
Olympia, WA 98504

Toll free: 1-866-580-4272

HCQA Board Information

The Home Care Quality Authority consists of a Board of nine members appointed by the Governor. Each board member serves a term of three years and includes five members who are currently using or have formerly used long-term in-home care services:

- a person with a developmental disability;
- a representative of the Developmental Disabilities Planning Council;
- a representative of the Governor's Committee on Disability Issues and Employment;
- a representative of the State Council on Aging; and
- a representative of the Washington Association of Area Agencies on Aging.

Next Board meeting is June 17th, 2008 at the HCQA office location:
4317 6th Avenue SE, Suite 101, Lacey.

Board meeting schedule and more information available on-line at:
www.hcqa.wa.gov.



Board Member Highlight

by Lisa Livingston, HCRR Program Manager

HCQA Board member, Jesse Magana, pictured at left, has been busy on many fronts supporting his community and serving others across Washington State. His recent work to build an accessible ramp for a neighbor was covered by The Columbian in Vancouver, Washington. The June 11th article attests to Jesse's spirit of community.

Below are excerpts from the article, printed with permission from The Columbian:

VANCOUVER - It started as a way to help out. (Jesse) Magana, went to a neighborhood association meeting and inquired about emergency procedures for those with disabilities. During his quest, he discovered one of his neighbors, the Leyvas, had a disabled daughter without a home emergency exit or a way to take part in family outdoor activities.

That's when (Magana) made it his mission to build the ramp. To get help, he posted his plan in the neighborhood newsletter. The calls trickled in, 30 to be exact. The plan soon took form, but not without the help of Glacier Northwest, a nearby business. After receiving Magana's request, it gave \$2,000 of in-kind donations. "We need to know our neighbors," said Magana. "We can't rely on the police department. We can't rely on the fire department. They all may be busy. We need to rely on our neighbors.

The child's mother was overwhelmed at the number of people who responded. She said she now feels safer knowing there are multiple ways to leave the house in the event of an emergency. "All the things people are doing, I don't have the words to say. ... Happiness," she said.

"As much as it was important to build the ramp, it was even more important to get to know our neighbors," stated Magana. In the process of working on this project, other doors opened up, including an offer from a nearby church as a gathering area for the neighborhood. Magana reflects, "I haven't done anything that someone else hasn't done in the past. Most people are willing to help but they just don't where or how. Along the way I've met some really nice people, without them this project wouldn't have happened."



Jesse Magana, center is surrounded by neighbors and crew that pitched in to complete the ramp.